

Enterprise Incident Report May 2012

As of 6/4/2012

Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | |
|---------------------------|-------------------------|------------------------------|--|-----------|
| | | | Low | FCR Total |
| Public Service Commission | Help Desk | Vicky Marrelli | 2 2 | 2 2 |
| | | Assigned to Individual Total | 2 2 | 2 2 |
| | Metro A Desktop Support | Rodney Austin | 1 0 | 1 0 |
| | | Assigned to Individual Total | 1 0 | 1 0 |
| | Metro A Help Desk | Ed Conrad | 2 1 | 2 1 |
| | | Assigned to Individual Total | 2 1 | 2 1 |
| | Assigned Group Total | | 5 3 | 5 3 |
| | Customer Company Total | | 5 3 | 5 3 |

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Initial Response | |
|---------------------------|-------------------------|------------------------------|---|-----------|
| | | | Low | MIR Total |
| Public Service Commission | Help Desk | Vicky Marrelli | 20 | 20 |
| | | Assigned to Individual Total | 20 | 20 |
| | Metro A Desktop Support | Rodney Austin | 10 | 10 |
| | | Assigned to Individual Total | 10 | 10 |
| | Metro A Help Desk | Ed Conrad | 20 | 20 |
| | | Assigned to Individual Total | 20 | 20 |
| | Assigned Group Total | | 50 | 50 |
| Customer Company Total | | | 50 | 50 |

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | |
|---------------------------|-------------------------|------------------------------|--|-------------|
| | | | Low | ATTIR Total |
| Public Service Commission | Help Desk | Vicky Marrelli | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 2 0.00 | 2 0.00 |
| | Metro A Desktop Support | Rodney Austin | 1 0.04 | 1 0.04 |
| | | Assigned to Individual Total | 1 0.04 | 1 0.04 |
| | Metro A Help Desk | Ed Conrad | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 2 0.00 | 2 0.00 |
| | Assigned Group Total | | 5 0.01 | 5 0.01 |
| Customer Company Total | | | 5 0.01 | 5 0.01 |

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Resolution | |
|---------------------------|-------------------------|------------------------------|---|----------|
| Customer Company | Assigned Group | Assigned to Individual | Low | MR Total |
| Public Service Commission | Help Desk | Vicky Marrelli | 20 | 20 |
| | | Assigned to Individual Total | 20 | 20 |
| | Metro A Desktop Support | Rodney Austin | 10 | 10 |
| | | Assigned to Individual Total | 10 | 10 |
| | Metro A Help Desk | Ed Conrad | 20 | 20 |
| | | Assigned to Individual Total | 20 | 20 |
| | Assigned Group Total | | 50 | 50 |
| Customer Company Total | | | 50 | 50 |

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | |
|---------------------------|-------------------------|------------------------------|---|------------|
| | | | Low | ATTR Total |
| Public Service Commission | Help Desk | Vicky Marrelli | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 2 0.00 | 2 0.00 |
| | Metro A Desktop Support | Rodney Austin | 1 0.98 | 1 0.98 |
| | | Assigned to Individual Total | 1 0.98 | 1 0.98 |
| | Metro A Help Desk | Ed Conrad | 2 0.49 | 2 0.49 |
| | | Assigned to Individual Total | 2 0.49 | 2 0.49 |
| | Assigned Group Total | | 5 0.39 | 5 0.39 |
| Customer Company Total | | | 5 0.39 | 5 0.39 |

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Detail

| | | | | | | |
|------------------------|-------------------------|----------------|---------------------------|----------------------------------|----------------|------|
| INC000000508281 | Sheri Bintz | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Public Service Commission | Low Closed | TTR Missed: No | 0.08 |
| INC000000514569 | Sheri Bintz | None | None | None | TIR Missed: No | 0.04 |
| | Metro A Desktop Support | Rodney Austin | Public Service Commission | Low Closed | TTR Missed: No | 0.98 |
| INC000000516785 | Robert A Davis | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Public Service Commission | Low Closed | TTR Missed: No | 0.90 |
| INC000000517355 | Robert A Davis | Application | Password | None | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Public Service Commission | Low Closed | TTR Missed: No | 0.00 |
| INC000000517410 | Robert A Davis | Application | Reporting | None | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Public Service Commission | Low Closed | TTR Missed: No | 0.00 |